# Dell Wyse cloud client device management

Dell Wyse cloud client device management.
All you need to know, here:

This interactive PDF is best viewed in Adobe Acrobat 9 or above.

# Dell Wyse device management products

## Meet the Dell Wyse device management product range.

**The Dell Wyse portfolio of intelligent management software provides the broadest range of client management capabilities.**

Designed to free IT professionals from unnecessary support tasks, Dell Wyse device management products are invisible, self-configuring, automated client management tools for meeting day-to-day configuration needs, and scalable enterprise-grade management software for hands-on control when and where you need it most.

**Take a tour or select your preference below:**

**Dell Wyse Device Manager**

Dell Wyse WDM

**Dell Wyse Configuration Manager**

Dell Wyse WCM

**Microsoft Windows Embedded Device Manager**

Windows Embedded Device Manager
System Center Configuration Manager

**Dell Wyse Cloud Client Manager**

Dell Wyse Cloud Client Manager

Take a tour of the Dell Wyse management software

# **Introducing** Dell Wyse Device Manager

## Minimize your desktop support costs. Maximize desktop productivity.

Dell Wyse Device Manager (WDM) manages all Dell Wyse thin and zero clients, and addresses key management requirements for deploying powerful thin clients. With its centralized management and administration, WDM helps IT departments deliver more effective remote cloud client support while minimizing end user downtime. Security is assured with HTTPS based imaging, updates and downloads.

### WDM delivers organization-wide benefits:

**Operations**
Centralized management.
Collect and organize asset information.

**Administration**
Health status reports.
Automated client settings.
Update client firmware and add applications.

**Service and support**
Easier, more effective remote support.
Create custom scripts and packages.

**End point device management**
Restart, shutdown or wake-on-LAN thin clients in less than a minute.
Enforce policies. Minimize user errors.

## At a glance features:

**Security**
- HTTPS based imaging / updates
- Fully encrypted network traffic
- Delegated admin access (MS AD) support

**No-hassle deployment**
- Complete device imaging / patching / updates
- Bandwidth throttling for efficiency / reliability
- Software updates and add-ons

**Device administration and monitoring**
- Device health status / reporting
- Remote shadowing / control
- Default device configuration

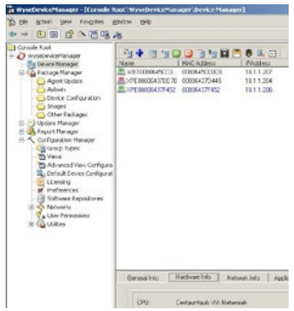
**Scalability**
- Distributed architecture
- Microsoft SQL database support
- Multiple remote repository support

**Complete asset visibility**
- Automated device discovery
- Detailed hardware asset information
- Installed software asset information

Continue tour

# Leading secure OS imaging and management tool

## For the secure control you need, wherever you need it.



**Dell Wyse Device Manager (WDM) leads the industry in secure OS imaging management through a host of features designed to take the work out of managing thousands of thin clients remotely, securely and effectively.**

**To provide a highly secure and scalable network architecture, WDM provides full HTTPS encrypted traffic and multiple remote software repositories that optimize network bandwidth.**

By removing the need to visit each and every one of your network's desktop and mobile thin clients, WDM offers vastly reduced IT support costs and a far more granular approach to the deployment and management of your user-software. This ranges from vital hour-by-hour monitoring to the efficient issuing of software images, patches, updates and other add-ons as required to ensure every desktop and mobile thin client remains available and productive – thereby instantly reducing your total cost of ownership and further maximizing your investment in Dell cloud client computing.

## New in WDM 4.9

**More reliable – autogenic imaging**

- Recurring scheduler
  - Schedule common tasks to run at specified times: every day, week or month
  - Reduce energy and client access license (CAL) usage by shutting down devices during off-peak hours and waking them up prior to start of a shift
- Enhanced Active Directory integration
  - Add individual administrators or groups from your AD and assign them limited or full privileges to manage devices
- Simple installation
  - A prerequisite checker that configures firewall ports and necessary OS components
  - Installer configures all required supporting add-on components such as web server and FTP server

**Faster imaging – compression**

- Reduces image download time, bandwidth consumption by up to 60%

**More flexible – WAN capable imaging and enhanced asset management**

- Built-in imaging agent on all Dell Wyse Windows Embedded Standard 7 clients
- Supports fully qualified domain names (FQDN)
- Adds new asset management information collection and display

Continue tour

# Centralized tracking, management and support

## Track your assets, manage policies and enhance your user support remotely.

**Asset tracking**

Dell Wyse Device Manager (WDM) provides detailed reports on your desktop and mobile thin client hardware and software assets, helping you to gauge each device and user desktop's health and performance, avoid potential issues and plan for change or growth.

**Policy management**

WDM's Default Device Configuration (DDC) enables administrators to issue, manage and update polices right across an organization. Devices can be arranged into logical groups, each with their own back-end requirements wherever they are – locally or globally – with WDM's delegated administration capability.

**Enhanced user support and lower costs**

Give end users the 'over-the-shoulder' support that in the past could only be provided by physical visits to the desktop. With WDM you can deliver such important one-to-one IT support in a more efficient and cost-effective manner than ever before, resulting in far greater user experience satisfaction scores with much lower support costs.

## At a glance features:

- Detailed hardware asset information
- Installed software asset information
- Detailed device health checks
- Default device configuration
- Delegated administration for policy management (AD integrated)
- Drastically reduced support costs
- Remote shadowing and control

Continue tour

# Dell Wyse Device Manager

## At a glance features:

| | WDM 4.9 Workgroup<br>Included with every client purchase | WDM 4.9 Enterprise |
|---|---|---|
| Maximum number of managed clients | 750 | Unlimited |
| Database support | Microsoft SQL 2008 Express | Microsoft SQL 2005, 2008 including Express edition |
| Maximum simultaneous imaging | 5 devices | 500 devices |
| Asset groupings | 3 groups | 90 groups |
| OS compression (for imaging) | • | • |
| Secure device (HTTPS) management and imaging | | • |
| Autogenic (background) imaging | | • |
| Administration delegation and segregation (AD integrated) | | • |
| Distributed architecture for scalability and security | | • |
| Time-zone management, recurring scheduler and smart scheduling | | • |
| Automated (profile-based) device policy management (DDC) | | • |

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# Dell Wyse Device Manager specifications

| | |
|---|---|
| Simple, easy installation | • Checks for all prerequisite components and offers to install missing components – making WDM installation a snap |
| Automatic device discovery | • Enables devices to discover themselves using DHCP option tags to find the WDM server<br>• Admin controlled manual discovery of devices across the network using either IP ranges or Subnets |
| Device monitoring | • Displays visible device status in the user interface to inform administrators of the current status of devices on the network<br>• Enables devices to check in for new updates at pre-determined intervals |
| Comprehensive asset management | • Tracks all device asset information and offers a complete inventory of all hardware and software information that is available on the device<br>• Collects granular information about the specific software OS and applications as well as any updates or patches deployed to the device at any point in time<br>• Enables administrators to remote shadow device to troubleshoot or for training users |
| Centralized device control | • Allows to send commands to shutdown, reboot or wake up devices without ever visiting the end user desktop<br>• Delivers fast and reliable reconfiguration of embedded network devices, including the device flash file system |
| Complete imaging | • Administrators can re-image the entire client flash file system, including the BIOS and CMOS settings, if needed<br>• Allows use of reference device to capture the configuration of the device or the complete image |
| Capture and deploy device identity | • Permits cloning of configuration or image to other devices to easily provision devices to adhere to company policies<br>• Features built-in reliability for all updates to a device<br>• Offers flexible scheduling at appropriate times to prevent loss of end-user productivity |
| Use existing network infrastructure | • Integrates with Active Directory for admin users<br>• Uses existing SQL database as the data store |

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# Dell Wyse Device Manager specifications cont.

| | |
|---|---|
| **Delegated administration** | • Enables admins to control the bandwidth to be used for server communications<br>• Allows delegation of device management responsibility to other admins |
| **Advanced scripting** | • Offers granular control over authorisation of the devices they can control as well as the functions each can perform<br>• Features a detailed scripting language to perform complex automated tasks on multiple devices |
| **System requirements** | **Supported server operating systems:**<br>• Windows Server 2003 (Standard or Enterprise) R2 SP2 (32-bit)<br>• Windows Server 2008 (Standard or Enterprise) SP1 (32-bit)<br>• Windows Server 2008 (Standard or Enterprise) R2 (64-bit)<br>• Windows Server 2008 (Enterprise) SP2 (32-bit or 64-bit)<br>• Windows Server 2008 (Enterprise) R2 SP1 (64-bit)<br>• Windows 7 (Enterprise) SP1 (32-bit or 64-bit)<br>**Supported databases:**<br>• Microsoft SQL Server 2005 – English<br>• Microsoft SQL Server 2008 – English<br>• Microsoft SQL Express 2005 – English<br>• Microsoft SQL Express 2008 – English |

## Learn more

For more information on Dell Wyse WDM, go to **wyse.com/products/software/management/WDM**

Continue tour

# Introducing Dell Wyse Configuration Manager

## Everything you need from a desktop, without the headaches.

Aimed at installations without dedicated IT management teams, Dell Wyse Configuration Manager (WCM) provides an innovative self-configuring client technology for Windows Embedded virtual desktop environments in a stand-alone application and service. IT administrators can specify global, group, or user configurations using a simple standalone GUI or capture them from an already configured Dell Wyse Windows Embedded device, and deploy them across the enterprise.

Simply select the desired configuration and WCM does the rest, automatically, with no imaging or re-booting required, across the entire installation. WCM supports SMB to Enterprise environments, stationary or mobile thin clients, in or out of the office, and supports Microsoft Active Directory, when present.

WCM appliance mode allows Windows Embedded thin clients to behave as dedicated VMware Horizon View, Citrix, RDP/Terminal Server or Internet Explorer appliances.

**Corporate users**
With WCM, configurations are available on the network and the settings are applied to the device as a user powers it on and logs in.

**Small businesses**
For small business with just a few devices, WCM allows settings to be deployed on each device using a USB key, removing all the complexity of setting up server.

**Mobile or home workers**
For users connecting over a VPN, all the settings can be published over the Internet so that devices get configured while the user is working from home or travelling and connecting from an airport or a hotel.

## At a glance features:

**Granular control**
- Universal or user-specific settings
- Stationary or mobile thin clients
- Local or remote devices

**Key features**
- Create configuration from standalone GUI or capture from an already configured device
- Maintain history of configurations
- Update existing configuration or revert back to previous configuration
- 'Appliance mode' allows configuration of one or more Windows Embedded thin clients to function only as one of the following single-purpose appliances: Kiosk, Citrix client, VMware Horizon View client, Microsoft RDS/RDP client

**Up to 16 settings**
- VDI connections for Citrix ICA, Microsoft RDP or VMware Horizon View
- Devices Configuration (incl. display, time zone, network, wireless, etc.)
- OS Configuration (incl. browser, firewall, etc.)

**Supported client OS Platforms in WCM 1.2**
- All Dell Wyse thin clients with Windows Embedded Standard 7: C90LE7, D90D7, Z90S7, Z90D7, X90c7 and X90m7
- All Dell Wyse thin clients with Windows Embedded Standard 2009: C90LEW, D90DW, Z90SW, Z90DW, X90cw and X90mw

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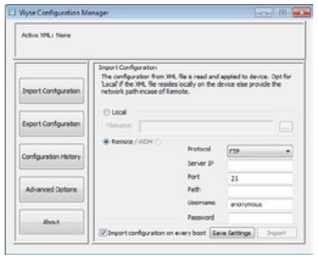
# Simplified and automated device management

## Simple and flexible auto-configuration.

**WCM greatly simplifies and automates the configuration and management of Windows Embedded devices. With WCM, deploying a new Windows Embedded Standard thin client is as simple as taking it out of the box, plugging it into the network and turning it on. Within less than 2 minutes, the device is specifically configured for either general or user-specific settings.**




### Extended support

WCM 1.2 supports both Windows Embedded Standard 2009 and Windows Embedded Standard 7. New features in WCM 1.2 include 'appliance mode' to turn any Windows Embedded thin client into a single purpose device, configuration settings for up to two displays, timeserver settings, Internet Explorer proxy settings, and encryption of sensitive WCM information like username and password.

For more information on Dell Wyse WCM, go to **wyse.com/products/software/management/WCM**

## Saves IT time and money.

With Dell Wyse WCM, IT administrators can create configuration files using a simple standalone GUI or capture them from an already configured Dell Wyse Windows Embedded device. This configuration can be automatically deployed to Windows Embedded devices when users log in. Typically, IT departments spend a significant amount of time creating and deploying custom images to provide updated settings such as VDI connections (RDP, Citrix ICA, VMware Horizon View) and device settings for display, keyboard, localization and networks. With WCM, every user can have a different configuration without IT having to re-image each and every endpoint.

With WCM, IT departments no longer need to create and deploy a new image every time a change is required to the device settings. IT departments can define a single 'Gold' image for the entire organization to dramatically simplify and reduce costs of managing and maintaining Dell Wyse thin clients with Windows Embedded Standard.

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# Support for Microsoft System Center Configuration Manager

## Enhanced insight and control over your evolving IT infrastructure.

With support for Microsoft Windows Embedded Device Manager, Dell Wyse enables enterprises to deploy, assess and update a mix of traditional PCs and Dell Wyse Windows Embedded cloud clients, providing a single management solution that offers enhanced insight and control over your evolving IT infrastructure by extending the capabilities of Microsoft System Center Configuration Manager 2007.

**Easily manage a mix of desktop PCs and Dell Wyse Windows Embedded cloud clients from a single console.**

Dell cloud client computing solutions deliver superior security and flexibility while reducing costs and lifting the desktop management and maintenance burden from already overtaxed IT staff. Although some IT organizations may have been hesitant to embrace cloud client computing because of their concern over increasing device management complexity, Dell Wyse simplifies configuration and management with native support for Windows Embedded Device Manager 2011 on its Windows Embedded cloud clients.

Native support for Device Manager on Dell Wyse Windows Embedded cloud clients enables a highly secure, scalable solution that works with Microsoft System Center Configuration Manager, helping businesses maximize resources and cut costs.

Device Manager addresses the device management needs of enterprises that are standardized on Configuration Manager and have a mix of traditional desktop PCs and Windows Embedded devices.

## Connectivity.

With Windows Embedded Device Manager, IT administrators can conveniently manage Windows Embedded devices, including Dell Wyse Windows Embedded cloud clients, from the same console used to manage other Windows-based computing systems, including PCs, servers and datacenters.

Device Manager 2011 is an add-on product from Microsoft for System Center Configuration Manager 2007. The server-side component of Device Manager must be installed on the Configuration Manager server, while client software is included on the thin clients in addition to the Configuration Manager clients.

Dell Wyse supports this on Windows Embedded Standard 7 and Windows Embedded Standard 2009 thin clients. The following Standard 7 and Standard 2009 thin clients from Dell Wyse support management using Device Manager 2011 and Configuration Manager 2007:

| | Standard 2009 | Standard 7 |
|---|---|---|
| C class: | C90LEW | C90LE7 |
| D class: | D90DW | D90D7 |
| Z class: | Z90SW, Z90DW | Z90S7, Z90D7, Z90DE7 |
| X class: | X90cw, X90mw | X90c7, X90m7 |

# System Center Configuration Manager Windows Embedded Device Manager solution

## Solution at a glance.

**Pain points**

- Complexity and resource drag required to integrate and maintain multiple management systems for managing a mix of desktop PCs and other devices
- Difficulty of securing Windows machines with the most recent patches and updates to meet compliance requirements consistently
- Inability to scale affectively to meet business requirements
- High costs of IT resources needed to manage extensive Windows-based environments
- Inability of third-party device management systems to integrate with or complement existing device management systems, as they are often incompatible

**Products**

- System Center Configuration Manager 2007
- Windows Embedded Device Manager 2011
- Dell Wyse Windows Embedded Standard 7 and Windows Embedded Standard 2009 cloud client

**Benefits**

- Simplifies management of traditional Windows PCs and Dell Wyse Windows Embedded Standard devices side by side or across an enterprise, with a single familiar console
- Helps IT departments meet compliance requirements for implementing the latest components, patches and updates to ensure embedded device security
- Integrates with existing server-based software tools, such as System Center Configuration Manager
- Provides useful, cloud client-specific management functionalities, including write filter management, advanced asset information and imaging support
- Eliminates training required to manage cloud clients built on Standard 7 and Standard 2009 devices from Dell Wyse

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# System Center Configuration Manager Windows Embedded Device Manager solution cont.

## Simplified management...

**...of mixed Windows PC and Windows Embedded Standard cloud client infrastructures.**

Dell Wyse support for Windows Embedded Device Manager solves many of the administrative issues unique to embedded devices, including:

- Managing write filters and maintaining device security during firmware updates deployed to Windows Embedded devices
- Managing a mix of devices that includes traditional desktop PCs from a central server, using familiar commands and practices
- Consolidating management of all Windows and Windows Embedded devices under a single platform to save time, resources and operating costs

## Eliminate re-training.

With Dell Wyse support for Windows Embedded Device Manager, Dell Wyse cloud clients can now be managed in the same way as existing Windows-based servers and desktops, using a familiar interface and the same processes. There's no need to re-train IT staff on using new management tools as you evolve your IT infrastructure. Any IT admin with System Center Configuration Manager expertise can quickly learn how to use the Device Manager add-on for Configuration Manager to manage cloud clients. If Device Manager is already in use, then Dell Wyse Standard 2009 and Standard 7 cloud clients are instantly manageable as soon as they power on.

## Save time and money.

Maximize the value of your organization's existing System Center Configuration Manager investment. Leveraging your existing Configuration Manager implementation accelerates your cloud computing and VDI rollout, because fewer dedicated IT administrators are needed for managing cloud clients. You'll save time and money with a familiar, unified management solution, and start reaping the benefits of cloud client computing right away.

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# Introducing Dell Wyse Cloud Client Manager

## Securely embrace consumerized IT and BYOD alongside corporate owned devices, apps and content.

Dell Wyse Cloud Client Manager allows you to securely manage thin clients, mobile devices and employee access to corporate applications and content all from a single cloud-based console. Empower your workforce, protect your data and cut costs.

- Configure and manage Dell Wyse thin clients and mobile devices from anywhere.*
- Securely manage employee access to company applications and content.
- Enable user self-service provisioning for devices and corporate resources.
- Monitor user devices, track asset and application inventory and enforce policy compliance.
- Real-time alerts, troubleshooting and audit trails.

* Supports iOS and Android mobile devices and Dell Wyse ThinOS thin and zero clients..

**Learn more**

For more information on Cloud Client Manager go to **www.wyse.com/cloudclientmanager#related**

**Start a 30-day trial**

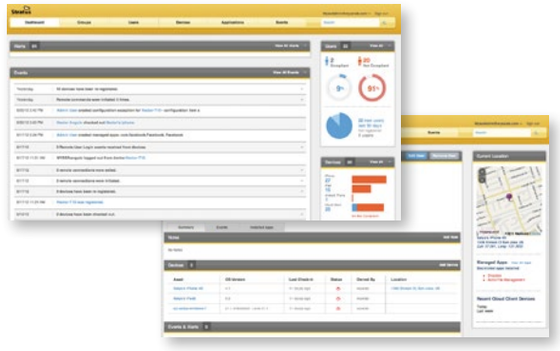
www.wyse.com/content/ccm30daytrial

## At a glance features:

The web based console provides four core areas of functionality:

- **Systems Management**
- **Application & Content Management**
- **User Self-Service Portal**
- **Real-time Reporting, Alerts & Analytics**

Cloud Client Manager provides a unified, user-centric platform and intuitive administrator dashboard, real-time alerts and detailed audit trail. Featuring simple group-based management, across a large variety of users and devices, as well as granular user and device centric drill-downs.



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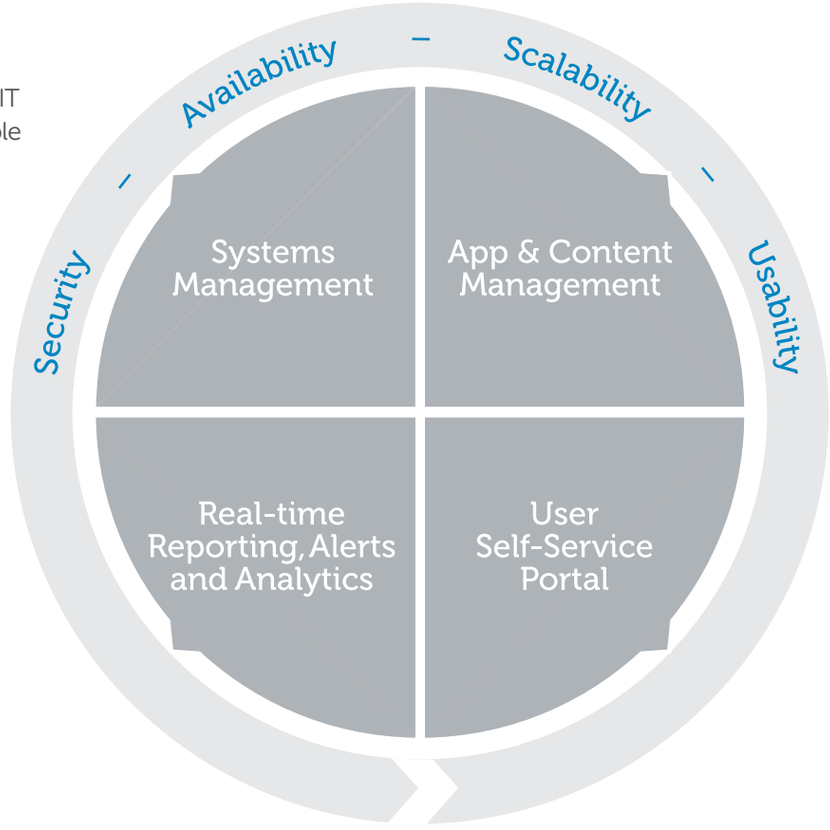
# Introducing Dell Wyse Cloud Client Manager

## Solution Overview.

Dell Wyse Cloud Client Manager is a software as a service offering that empowers IT to securely manage end user devices, applications and content from a single, simple console while empowering end users with policy driven self-service capability.

**Start a 30-day trial here**
http://www.wyse.com/content/ccm30daytrial




Cloud Client Manager

Mouse over (or click) each quadrant for **more information**

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# Contact Dell Wyse.


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http://support.wyse.com/selfservice.html

DELL Wyse

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